



(4) INTERVIEWER I / INTERVIEWER TRAINEE

\$15.89 - \$18.61 / \$14.69 - \$17.12

Part-time, 20–25 hrs/wk

(3) MANCHESTER (E3863, E3864, E3866), (1) SOMERSWORTH (E3831)

Individuals interested in being considered for this position must submit a completed State Application with original signature and OFFICIAL transcripts, if required.

BILINGUAL CANDIDATES, MEMBERS OF THE NATIONAL GUARD AND RESERVISTS OF US ARMED FORCES ARE ENCOURAGED TO APPLY.

SCOPE OF WORK: Initial claims taking activities for the Unemployment Compensation Program and/or provide Employment Services by performing interviews and obtaining relevant client information for the Department of Employment Security.

ACCOUNTABILITIES:

- Interviews, classifies and registers individuals for work in order to refer and place them in a suitable job or assist them in obtaining employment and/or interviews unemployment compensation claimants and completes forms necessary to establish a claim for benefits. Enters data from completed forms and interviewer responses into automated benefit payment system.
- Case management of job orders by soliciting, receiving and validating job orders from employers. Searches computerized files for qualified job seekers to match them with the job openings. Provides weekly report to staff on information received from employers on job needs.
- Coordinates employer services through personal visits and/or telephone contacts and develops with employers and community organizations a labor exchange between job seekers and the employing community and to inform and educate local area employers on the programs and services available through NHES programs.
- Writes and issues determinations on initial and continued claims involving non-separation issues in order to authorize or deny payment of unemployment compensation benefits.
- Enters applicant and employer information, including services, into the agency's computerized network in order to crossmatch applicants with employer job openings and meet federal requirements.
- Presents informational seminars for claimant groups to provide information and essential job search techniques for the purpose of assisting claimants in obtaining employment. Conducts periodic interviews with claimants to assess their continued efforts to obtain work, provide guidance to those who need to improve their efforts, and identify whether any eligibility issues have arisen which might effect their continued receipt of benefits.
- Assesses job applicant's employability and assists in appropriate referrals to counselors for counseling services.

- Administers state tests for a variety of agencies and employers to assist applicants in seeking state employment.
- Establishes eligibility and prepares documentation required in special federal and state programs as well as other programs in order to help applicants obtain employment.
- Processes claims for unemployment compensation benefits, when workload demands, in order to relieve a backlog in the Benefit Adjudication Unit, and to ensure the timely payment of claims.

MINIMUM QUALIFICATIONS (INTERVIEWER I):

Education: Possession of a Bachelor's degree from a recognized college or university with a major study in business administration or in one of the social sciences.

Experience: One year of experience as an Interviewer Trainee, or one year in an investigative field associated with an insurance claims office, law office or related field work. Each additional year of approved work experience may be substituted for one year of required formal education.

MINIMUM QUALIFICATIONS (INTERVIEWER TRAINEE):

Education: Possession of a Bachelor's degree from a recognized college or university with a major study in business administration or in one of the social sciences.

Experience: No experience required. Applicants who are substituting experience for the Bachelor's degree may use positions such as Clerk Interviewer, Case Technician, Case Aide, Tax Forms Examiner, Executive Secretary or other responsibilities at the level of the positions mentioned. For positions outside of state government, acceptable experience will be in jobs such as Personnel Assistant, Claims Examiner or Auditor, Bank Teller, Administrative Assistant, Teacher Assistant, Store Manager or in a related type position at the same or higher responsibility level.

LICENSE/CERTIFICATION: Possession of a valid New Hampshire driver's license and/or have access to transportation for statewide travel.

RESUMES WILL NOT BE ACCEPTED WITHOUT A COMPLETED STATE APPLICATION.

College transcripts are required, in order to receive credit for post-secondary education.

The closing date for applications is August 17, 2012.

For further information regarding this position, please contact Kristin Peterson, Human Resources Coordinator at (603) 228-4059 or Deborah Douville, Human Resources Assistant III at (603) 228-4149.

HOW TO APPLY: An official application for employment may be obtained from any local Employment Security Office and returned to New Hampshire Employment Security, Human Resources, 32 South Main Street, Concord, New Hampshire 03301 (603) 228-4149 jobs@nhes.nh.gov and is available on the Internet at www.admin.state.nh.us/hr. *** **In order to receive credit for post-secondary education, a copy of official transcripts with a seal and/or a signature MUST be included with the application. If copies of transcripts have been requested please reference this and have them forwarded to the Human Resources office at the recruiting agency.** ***

NHES is a proud member of America's Workforce Network and NH WORKS
NHES is an Equal Opportunity Employer and complies with the Americans with Disabilities Act.
 Auxiliary aids and services are available upon request of individuals with disabilities.
TDD ACCESS: RELAY NH 1-800-735-2964.